Service Desk Informer

Providing Our Customers with Updates & Changes

SERVICE DESK
410-260-7778

Fax:
410-974-2092

Don't want to call?
Use our email option:

E-mail:
SERVDESK@DBM.STATE.MD.US

We Are Jumping for Joy!

Say HELLO to our newest member! We are 'Jumping for Joy.' After almost a year, we have finally filled our open position. Join us in welcoming Sue Holiway as the newest member of the Service Desk Team. Sue has been a DBM employee for a number of years and brings with her great customer service experience. I know all of our customers will be patient with Sue as she learns the ropes.

R*STARS Closing –

R*STARS will be closing the month of August on September 16, 2005.

Upcoming Meetings -

The next ADPICS PUG Meeting will be held on Tuesday, October 4, 2005 at 1:30 at the MDOT HDQ. This is a wonderful opportunity for ADPICS users to make suggestions to change or modify the system. Many of the changes that take place in ADPICS are made through the user community. Get involved.

If you are interested in attending any of these meetings, call the Service Desk and we will email you the directions.

A Reminder From the Service Desk

We have a new fax number at the Service Desk. Please make sure you make note of it.

410-974-2092

ALSO – When you call the Service Desk and have to leave voice mail, make sure you remember to leave your full name, phone number, Agency you are calling from and a brief description of your problem. If you are having printer issues, make sure you leave us the RMT number of the printer. This way, we can go on and recycle your printer, or move your print jobs without having to call you back for the information.

New Telecom BPO Listing Available on the BBS!

Log into the BBS and printout a copy of the latest BPO listing from the DBM Telecommunication's office. You will want this if you create requisitions for TSR's. The link is:

http://www.dbm.state.md.us/bbs

Call the Service Desk for a logon and password.

Archive Purge is Scheduled

The archive purge is scheduled for September 17, 2005. ADPICS and R*STARS will not be available on Saturday. Check the BBS later in the week for additional details.

FOCUS Information

How do I create a backup of my FOCUS PDS?

- Log into FOCUS.

- At the FMIS MAIN MENU FUNCTIONS, select COMMAND LEVEL.

- On the ENTER FOCUS COMMANDS screen, key EX COPYPDS and press <ENTER. See example below.

```
+     FOCUS    Command----------------------
|
|     EX COPYPDS
|
+----------------------------------------------------
```

- The message PAUSE.. PLEASE ISSUE CARRIAGE RETURN WHEN READY will appear. Press <ENTER.

- A listing of all Focus focexecs in your PDS will be displayed. This is informational data displayed as part of the retrieval process. Note XXXXXX represents your logon id. See example below:

```
PAGE      1

     RETRIEVING MEMBER LIST FROM ORIGINAL: XXXXXX.FOCEXEC.DATA

MEMBER     COPYLINE
MEMBCNT
------     --------                                                  -----
--
ADAPREC    DYNAM COPY FILEIN FILEOUT MEMBER ADAPREC   REPLACE
00001
ADAPTEST   DYNAM COPY FILEIN FILEOUT MEMBER ADAPTEST REPLACE
00002
ADAPTES2   DYNAM COPY FILEIN FILEOUT MEMBER ADAPTES2 REPLACE
00003
ADGLCK     DYNAM COPY FILEIN FILEOUT MEMBER ADGLCK    REPLACE
00004
ADGLDTCK   DYNAM COPY FILEIN FILEOUT MEMBER ADGLDTCK REPLACE
00005
ADRP0040   DYNAM COPY FILEIN FILEOUT MEMBER ADRP0040 REPLACE
00006
ADTEST     DYNAM COPY FILEIN FILEOUT MEMBER ADTEST    REPLACE
00007
ADTESTAA   DYNAM COPY FILEIN FILEOUT MEMBER ADTESTAA REPLACE
00008
```

Continue to press <ENTER until END OF REPORT is displayed.

- Press <ENTER one more time. A listing of the Focus focexecs successfully copied will be displayed. See example below.

```
|***************************************
|*    THE MEMBER ADAPREC  WAS COPIED    *
|***************************************
|*    THE MEMBER ADAPTEST WAS COPIED    *
|***************************************
|***************************************
```

- Continue to press <ENTER until the SUMMARY INFORMATION is displayed. This is a total count of all focexecs copied and the dataset name they were copied to. See example below. Note XXXXXX represents your logon id.

```
|********************************************************
|*   597 MEMBERS WERE COPIED TO XXXXXX.FOCEXEC.DATA.FOCCPY   *
|********************************************************
```

- Your Focus PDS has now been backed up.
- Enter FIN to exit Focus. See example below.

```
+     FOCUS     Command---------------------------
|
|     FIN
|
+-------------------------------------------
```

- If you need to restore a focexec from the backup to your Production Focus PDS or need additional assistance, please contact the Service Desk at (410) 260-7778.

- Make sure the Service Desk has your email address so we may keep you informed of upcoming FOCUS information.